

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 3, 2016/2017

### **BMO2034 – MANAGING ORGANISATIONAL BEHAVIOUR**

(All sections / Groups)

29 MAY 2017  
2.30pm – 4.30pm  
(2 hours)

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#### **INSTRUCTIONS TO STUDENT**

1. This question paper consists of **TWO (2)** pages with **FIVE (5)** questions only.
2. Attempt **FOUR (4)** out of **FIVE (5)** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

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**ANSWER ONLY FOUR (4) QUESTIONS****QUESTION 1**

- a) Define human capital. Provide **THREE (3)** reasons why human capital can be a source of company's competitive advantage.  
(8 marks)
- b) Discuss the **FOUR (4)** high performance work practices.  
(8 marks)
- c) Discuss **THREE (3)** ways of how an organisation can retain its intellectual capital.  
(9 marks)  
[Total: 25 marks]

**QUESTION 2**

Employees making choices to complete a project deadline on time. Their behaviours to complete the project without delay are dependent on their motivation, ability, and role perceptions. However, situational factors can support or constraint the project's deadline.

- a) Explain why employees' motivation, ability and role perceptions are important for achieving the project deadline.  
(17 marks)
- b) Identify circumstances in the situational factor that constraint the project's deadline. Who can initiate the change?  
(4 marks)
- c) Frequent support to solving situational factors inspires organisational citizenship behaviour (OCB) among employees. Express your understanding of OCB.  
(4 marks)  
[Total: 25 marks]

**QUESTION 3**

- a) Briefly explain Emotional Intelligence (EI).  
(5 marks)
- b) Emotional intelligence dimensions have been proposed over the past decade, discuss the converging four dimensions of EI.  
(20 marks)  
[Total: 25 marks]

**Continued**

**QUESTION 4**

There are **FOUR (4)** fundamental drives in our daily life. Discuss each of the drives and explain how these drives affect our motivation.

(25 marks)

[Total: 25 marks]

**QUESTION 5**

Employee involvement in decision making has become a natural process in every organisation, but the level of involvement varies with the situation. Discuss the **FIVE (5)** main levels of involvement.

(25 marks)

[Total: 25 marks]

**End of Page**